

Contents

Creating an Application.....	1
Method 1: Create an application from the standard record picker	1
Method 2: Creating an application from Record Details	3
Processing an Application	7

Creating an Application

There are 2 methods you can use to create an application for an inspection trip purchase. The first method applies in all circumstances, and is similar to the way permit applications are created through the Citizen Access portal. The second method only applies to permits that were purchased by the registered user online.

Method 1: Create an application from the standard record picker

- Log into Citizen Access using your approved credentials

The screenshot shows the 'Welcome to the Citizen Access Portal' page. On the left, there is a welcome message and instructions on how to use the services, followed by a 'PLEASE NOTE' and a 'PLEASE NOTE FURTHER' section. On the right, there is a 'Login' box with fields for 'User Name or E-mail' and 'Password', a 'Login' button, and a checkbox for 'Remember me on this computer'. Below the login box, there are links for 'I've forgotten my password' and 'To purchase on-line permits: Register for an Account'. At the bottom, there is a section titled 'What would you like to do today?' with a prompt to 'select one of the services listed below:'. Below this prompt, there are two buttons: 'Building Search Applications' and 'Engineering Search Applications'.

Welcome to the Citizen Access Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust that this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

PLEASE NOTE: No inspection can be scheduled here at this time. Thank you.

PLEASE NOTE FURTHER: To view available inspection trips, click on the "More Details" section of the permit, and expand the "Application Information" section.

Login

User Name or E-mail: Required only to purchase on-line permits.

Password:

Login »

☐ Remember me on this computer

[I've forgotten my password](#)

[To purchase on-line permits: Register for an Account](#)

What would you like to do today?
To get started, select one of the services listed below:

Building
[Search Applications](#)

Engineering
[Search Applications](#)

Purchasing an Inspection Trip Online

- In the box labeled “Building”, click “Create an Application”

The screenshot shows a web interface with four tabs: Home, Building, Engineering, and Licenses. The 'Building' tab is active. Below the tabs, a welcome message reads 'Welcome Michael Bowen' and 'You are now logged in.' A prompt asks 'What would you like to do today?' and 'To get started, select one of the services listed below:'. There are three main sections: 'Building', 'Engineering', and 'Licenses'. Under 'Building', the links are 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. Under 'Engineering', the link is 'Search Applications'. Under 'Licenses', the links are 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. The 'Create an Application' link under the 'Building' section is circled in red.

- Read and check the box accepting the terms and conditions, then press continue application

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

On-line-Permitting

The only permit that can be purchased is an Environmental Air, Electrical or Plumbing for Residential/Repair or Replace (permits considered as Minor Limited Scope). The only individuals eligible to use on-line-permitting at this time are Heating/HVAC, Plumbing, Steam and Hot Water Heater, and Electrical contractors who are registered with the City of Columbus, registered on line through Citizen Access and Approved for this process.

☒ I have read and accepted the above terms.

[Continue Application »](#)

Purchasing an Inspection Trip Online

- Select an available license, or choose “None Applicable”, and press “Continue Application”
 - Note that all license types associated with your account are eligible to create this type of application

Select a License

Select a license for this record from the list below. The available permit record type(s) is determined by the type of the license associated with your account.

* Licenses:

Water Cont.W00025

JOHN DOE
WATERBOY
757 CAROLYN AVE
COLUMBUS, OH 43224

Home Phone:614-645-6090
Mobile Phone:
Fax:614-645-0082
Water Cont
W00025

Continue Application »

- Select the record type called “Purchase an Inspection Trip”, then press continue application

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

- ☐ Boiler Repair/Replace
- ☐ Electrical Permit
- ☐ HVAC Permit
- ☐ Plumbing (non Water Heater)
- ☐ Plumbing (Water Heater Only)
- ☒ Purchase an Inspection Trip

Continue Application »

This concludes Method 1. Continue to “Process Application” section of this tutorial.

Method 2: Creating an application from Record Details

Again, this method is only available on those records that were created by your user account, and that were created using the online Citizen Access portal (typically Residential MLS permits).

Purchasing an Inspection Trip Online

- Log into Citizen Access using your approved credentials

Welcome to the Citizen Access Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust that this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

PLEASE NOTE: No inspection can be scheduled here at this time. Thank you.

PLEASE NOTE FURTHER: To view available inspection trips, click on the "More Details" section of the permit, and expand the "Application Information" section.

Login

User Name or E-mail: Required only to purchase on-line permits.

Password:

☐ Remember me on this computer

[I've forgotten my password](#)

[To purchase on-line permits: Register for an Account](#)

What would you like to do today?
To get started, select one of the services listed below:

Building Search Applications	Engineering Search Applications
--	---

- In the box labeled "Building", click "Search Applications"

Home Building Engineering Licenses

Welcome Michael Bowen
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

Building Create an Application Search Applications Schedule an Inspection	Engineering Search Applications
Licenses Create an Application Search Applications Schedule an Inspection	

Purchasing an Inspection Trip Online

- Enter the permit number for which you wish to purchase an additional inspection trip, and press the “Search” button
- Click on the link of the desired permit in the results grid displayed

General Search

General Search

☐ Search my records only

Record Number:

Record Type:

Boiler Repair/Replace

Start Date:

End Date:

08/09/2010

08/08/2013

License Type:

City License Number:

--Select--

First:

Last:

Name of Business:

Street No.:

Direction:

--Select--

--Select--

Street Name:

Street Type:

--Select--

Unit Type:

Unit No.:

Parcel No.:

--Select--

City:

State:

Zip:

--Select--

Business License #:

Search Additional Criteria

Search

Clear

2 Record results matching your search results

Click any of the results below to view more details.

Showing 1-2 of 2 | [Add to collection](#)

Show on Map


Date	Record Number	Record Type	Description	Status	Action
07/24/2013	13TMP-00008	Boiler Repair/Replace			Resume Application
08/21/2012	ENAR1220259	Boiler Repair/Replace		Active	Amendment

- Scroll to the “Record Details” section, and click the button labeled “Purchase Inspection”

Purchasing an Inspection Trip Online

Record Details

Licensed Professional: USER DUMMY Steam Hot Water 66666	Project Description: TEST BOILER PERMIT
Owner: CROSS JOHN F JR & MARTHA J 1 FIRST AMERICAN WAY WESTLAKE, TX 76262	
► More Details	
Print/View Record	
Purchase Inspection	



This concludes Method 2. Continue to “Process Application” section of this tutorial. Again, this method is only available on those records that were created by your user account, and that were created using the online Citizen Access portal (typically Residential MLS permits).

Processing an Application

- Once your application is created, enter the desired permit for which you wish to purchase an additional inspection trip in the “Permit Number” box
 - Note, if you created the application via Method 2, the box will be auto-populated with the permit number and it is not editable
 - Also, as a feedback mechanism to ensure that you’ve chosen the appropriate permit number, the project address will be displayed in the “Project Address” box. **Verify this is correct before proceeding**

Purchase an Inspection Trip

1 Step 1 2 Review 3 Pay Fees 4 Record Issuance

Step 1 : Step 1 > Page 1

Application Information

TRIPS PURCHASE

Permit Number: RERF1200381

* Regular Trips: 2

* After Hours Trips: 0

Project Address: 6551 BENJAMIN DR

[spell check](#)

[Continue Application »](#)

- Specify the number of regular and/or after hours trips you wish to purchase in the appropriate box
 - Be aware that you must enter a whole number, and both values cannot be non-numeric or zeros
- Once those fields are completed, press “Continue Application”

Purchasing an Inspection Trip Online

- You will now see a summary screen for you to verify the information you have entered. If there are any errors, press the “Edit” button to return to the entry form. If everything looks acceptable, click “Continue Application”

The screenshot displays the 'Purchase an Inspection Trip' online application interface. At the top, a progress bar shows four steps: 1 Step 1, 2 Review (highlighted), 3 Pay Fees, and 4 Record Issuance. Below the progress bar, the heading 'Step 2: Review' is followed by instructions to review information and use 'Edit' or 'Continue Application' buttons. The main content area is titled 'Record Type' and 'Purchase an Inspection Trip'. Under 'Application Information', a table lists trip details: Permit Number (RERF1200381), Regular Trips (2), After Hours Trips (0), Project Address (6551 BENJAMIN DR), and Is Amendment (No). An 'Edit' button is located to the right of the table. At the bottom left is a 'Continue Application »' button, and at the bottom right is a 'Save and resume later:' option with a floppy disk icon.

Purchase an Inspection Trip

1 Step 1 2 Review 3 Pay Fees 4 Record Issuance

Step 2: Review

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Purchase an Inspection Trip

Application Information

TRIPS PURCHASE		Edit
Permit Number:	RERF1200381	
Regular Trips:	2	
After Hours Trips:	0	
Project Address:	6551 BENJAMIN DR	
Is Amendment:	No	

[Continue Application »](#)

Save and resume later:

- Next, you will be presented the fees due for the transaction
- Click “Continue Application”

Purchasing an Inspection Trip Online

Purchase an Inspection Trip

1 [Step 1](#)

2 [Review](#)

3 **Pay Fees**

4 [Record Issuance](#)

Step 3: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Residential Inspection	2	\$247.50
Residential State Tax	250	\$2.50

TOTAL FEES

Note: This does not include additional inspection fees which may be assessed later.

\$250.00

[Continue Application »](#)

- On the payment options screen, ensure "Pay with Credit Card" is selected, then click "Submit Payment"

Purchase an Inspection Trip

1 [Step 1](#)

2 [Review](#)

3 **Pay Fees**

4 [Record Issuance](#)

Step 3: Pay Fees

Please click the submit payment and you will be redirected to our payment processor. Please be patient with the processing.

* indicates a required field.

Payment Options

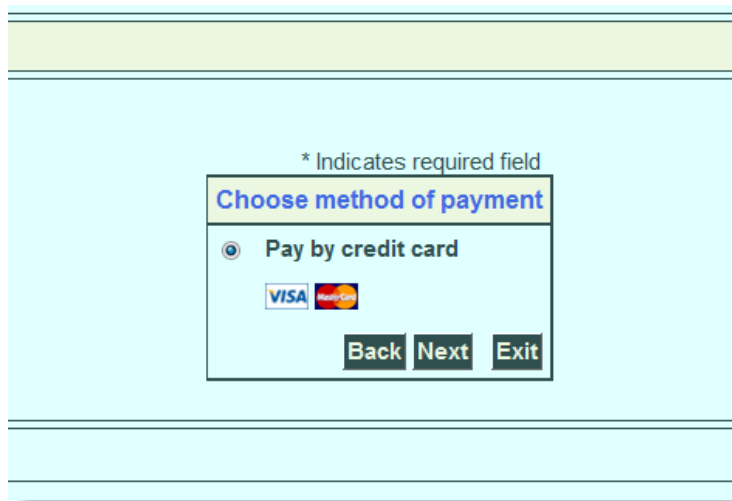
Amount to be charged: \$250.00

☒ Pay with Credit Card

[Submit Payment »](#)


Purchasing an Inspection Trip Online

- You will then be directed to our secure payment processing portal, which will look slightly different.
- In the “Choose method of Payment” box, click “Next”
 - Be aware that we only accept VISA and MasterCard

A screenshot of a web form titled "Choose method of payment" in blue text. Above the title is a note: "* Indicates required field". The form contains a radio button next to the text "Pay by credit card". Below this text are two logos: "VISA" and "MasterCard". At the bottom of the form are three buttons: "Back", "Next", and "Exit". The form is set against a light blue background with a thin green header bar at the top.


- Complete the Billing Address and Payment Method forms with your billing and credit card information, then click “Next”

Purchasing an Inspection Trip Online

Billing Address	
*First Name:	Michael
M.I.:	
*Last Name:	Bowen
Street Line 1:	757 Carolyn Ave
Street Line 2:	
City:	Columbus
State:	Ohio
Zip:	43224
Phone:	
*E-Mail:	datagroup@columbus.gov
Payment Details	
*Payment Amount:	250.00 USD
Payment Method	
*Name as it Appears on Card:	Michael Bowen
*Card Number:	
*Expiration Date:	* Month 01
	* Year 2014
	
* Enter the above code:	
Can't read? Try a different code.	
Back Next Exit	

- Verify that the information was entered correctly on the summary screen
- Press the “Back” button to modify or press the “Pay Now” button to complete the payment

Purchasing an Inspection Trip Online

Address
Billing Address: Michael Bowen 757 Carolyn Ave Columbus, OH 43224 datagroup@columbus.gov
Payment Method
Credit Card  Michael Bowen x1114 01/14
Payment Amount
Amount: 250.00 USD
Total: 250.00 USD
Back Pay Now Exit

- You will then be redirected back the Citizen Access portal
- Click the “Print/View Receipt” button to print a receipt of the transaction for your records

Home	Building	Engineering	Licenses
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[Create an Application](#) | [Search Applications](#) | [Schedule an Inspection](#)

Purchase an Inspection Trip

1 Step 1

2 Review

3 Pay Fees

4 Record Issuance

Step 4 : Record Issuance

☒ **Your transaction has been completed successfully.**
The available trips on the specified permit have been updated accordingly. Please verify and notify Building and Zoning Services at datagroup@columbus.gov if any irregularity occurs.

Thank you for using our online services.
Your Record Number is TRIP1300076.

This record is NOT a permit. Refer to the permit specified during the transaction to verify that the inspection trips were successfully added.

[Print/View Record](#) [Print/View Receipt](#)

Please contact datagroup@columbus.gov if any problems were encountered during this transaction. Thank you.

[View Record Details »](#) (You must post the record in the work area.)

Congratulations! You have successfully added available inspection trips to the permit you indicated.

Purchasing an Inspection Trip Online

It is important to remember that what was created was not a permit. **Next, verify the trips were added successfully. Search for the permit you specified during the transaction, and view the available trips in the Record Details section (Record Details > More Details > Application Information).**

Contact datagroup@columbus.gov with any questions or problems you encountered.